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Date: 11/19/01 1:57pm
Subject: Comments on Microsoft Case

As a consumer, I don't think the proposed settlement benefits me at all. Being that it is pretty much agreed that Microsoft is a monopoly, I would have liked to have seen Microsoft forced to reduce prices and fees for the consumer. For instance:

1. Set a maximum price for products that they have a large share of the market (Similar to Utility Regulation in the past)
2. Force them to provide free customer and product support to registered product owners

Let's look at the facts:

1. Microsoft typically Nets \$5-8 Billion dollars on \$20 Billion in sales per year. I don't know of any large company that makes that kind of profit margin.
2. Developer support is charged at nearly \$250 per hour, regular support is about \$150 per hour. Microsoft thinks it is generous by giving you two free calls when you buy a product, but then they don't provide a manual with the product. You have to purchase their books if you need to help or pay their high fee for help after two lousy calls.

The two points above indicate that Microsoft is using its monopoly power to gouge the consumer. Secondly, these numbers paint a telling picture as to why competitors can not compete. Microsoft has so much money to throw around that they either outspend in R&D or buy any company that develops a better product.

Please, re-focus your attention on actually doing something that benefits the consumer. Basically, Microsoft is our only option for many products and we are getting gouged big time in our pocket book by their business practices.

Thank you for your time.